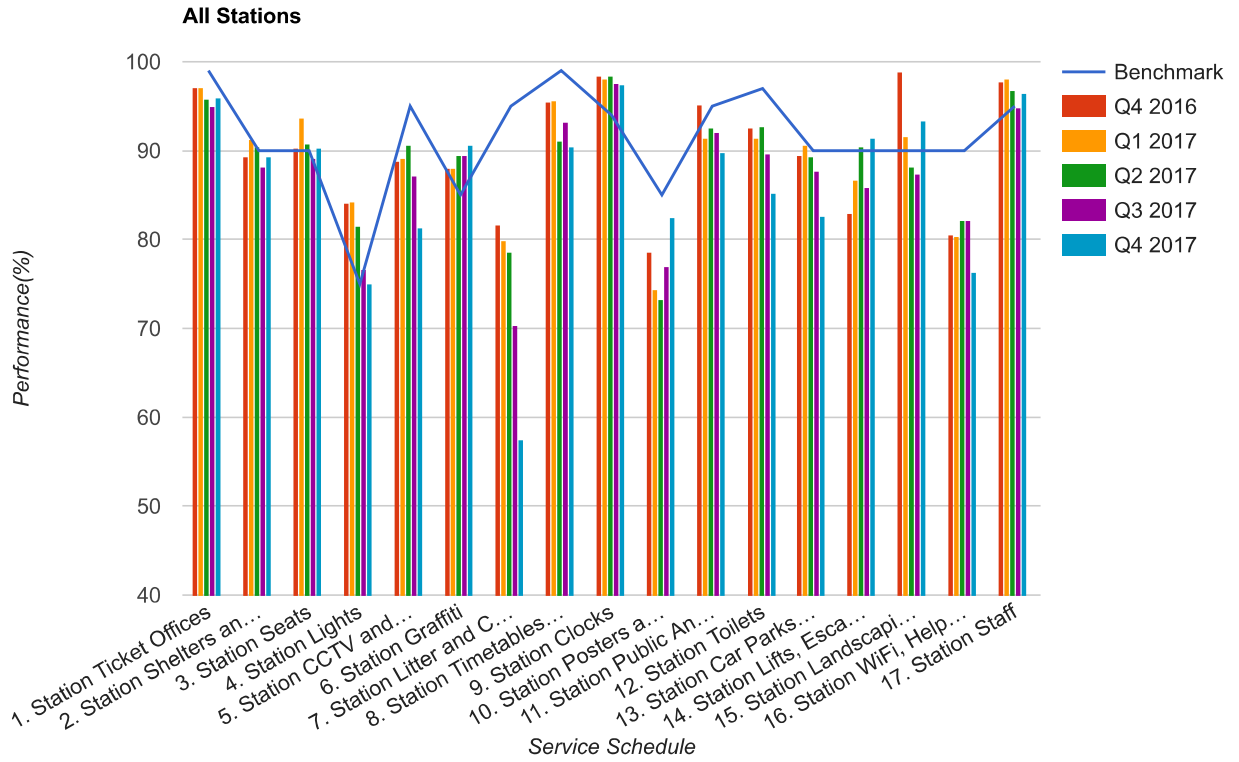


Quarter 4 2016 - Quarter 4 2017
Scotrail



Table

Service Schedule	Benchmark	Q4 2016	Q1 2017	Q2 2017	Q3 2017	Q4 2017
1. Station Ticket Offices	99	97.16	97.16	95.74	95.04	95.92
2. Station Shelters and Waiting Areas	90	89.37	91.21	90.37	88.22	89.34
3. Station Seats	90	90.27	93.6	90.8	89.19	90.27
4. Station Lights	75	84.09	84.19	81.53	76.7	75
5. Station CCTV and Security	95	88.8	89.17	90.63	87.23	81.3
6. Station Graffiti	85	88.03	88.08	89.48	89.39	90.63
7. Station Litter and Contamination	95	81.73	79.96	78.6	70.29	57.46
8. Station Timetables and Information	99	95.49	95.59	91.08	93.15	90.49
9. Station Clocks	94	98.43	98.02	98.33	97.6	97.34
10. Station Posters and Signage	85	78.64	74.3	73.22	76.99	82.5
11. Station Public Announcement and Customer Information Systems	95	95.17	91.45	92.59	91.99	89.83
12. Station Toilets	97	92.46	91.36	92.75	89.69	85.17
13. Station Car Parks and Cycle Facilities	90	89.39	90.57	89.26	87.61	82.59
14. Station Lifts, Escalators, Access Ramps and Stairs	90	83.05	86.74	90.49	85.86	91.35
15. Station Landscaping and Vegetation	90	98.8	91.57	88.19	87.33	93.34
16. Station WiFi, Help Points, Phones, Ticket Machines and Smartcard Readers	90	80.49	80.38	82.16	82.16	76.27

17. Station Staff	95	97.7	98.11	96.69	94.8	96.45
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